Customer Service Report for ASB

For the period: Monday, September 01, 2008 12:00:00 AM to Tuesday, September 30, 2008 11:59:59 PM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	ASB	Web	Other	DCS	ASB	Other	DCS	ASB	Other	To Close
Application Support											
COTS-NTS-Install/Unistall	0	0	0	2	0	2	0	0	0	0	0
ASR											
Colocation-OFF	0	0	0	6	0	5	0	0	1	0	0
Colocation-ON	0	0	0	3	0	2	0	0	1	0	0
Other	0	0	0	8	0	4	0	0	4	0	0
Connectivity											
TCP/IP	0	0	0	1	0	1	0	0	0	0	0
VPN	0	2	0	0	0	0	0	0	0	2	0
NIH Data Center											
Aperture Vista	1	0	0	0	0	1	0	0	0	0	0
OS/390											
Other Software	0	1	0	0	0	1	0	0	0	0	0
Printer/VPS	0	0	0	13	0	1	0	0	12	0	0
Security & RACF	0	1	0	0	0	1	0	0	0	0	0
Grand Total:	**1**	**4**	**0**	**33**	**0**	**18**	**0**	**0**	**18**	**2**	**0**

Total Tickets Closed:	**20**
Total Tickets Assigned/Pending/Checked Out:	**18**
Total Tickets Created:	**38**